

[illegible]

November 6, 1996

Ameritech
Eric Larson
350 North Orleans, Floor 3
Chicago, IL 60654

Dear Eric:

I'm sending you this letter to follow up with our phone conversation on October 31, 1996. In our conversation, you stated that you will start the process necessary to send us tapes or MDM of invoices. This will be very helpful as we grow to process our payments.

We also talked about detailing out the credits due to us for disputed items. Since this information is stored electronically in your systems, I prefer that your billing department work with this data to calculate the credits. We can then review the calculation. As you know, we do not have access to this information in an electronic format making it difficult to manipulate. The credits due are 60 cents for each additional path billed and the \$42 charge for Line connection charges on the SPNP bills. There are credits due on the unbundled loop bills for \$42 for each one-time line connection charge. Once these credits are given, you will see that there isn't a past due balance to Ameritech.

As I mentioned, we need our invoices from Ameritech sent to us in an electronic format. This will enable us to better process payments. Hence the need for our invoices to be provided in some sort of tape or other electronic format.

...
I want to resolve these outstanding issues so we can move to other priorities, as I am sure you do. If you have any questions please don't hesitate to call (314) 579-3734.

Sincerely

John F. Jennings

cc: Marty Clift
Dennis Perkins
Millie Reed



Order Identification

Customer Name: [REDACTED] Order # [REDACTED]
 Telephone #: [REDACTED]
 Customer Address: [REDACTED]

[REDACTED]

"This cut was due yesterday at 8am but because of multiple problems was still not done at 8pm last night. First of all, at least half of the lines were on ISLC and we needed an Ameritech technician to change them before we could cut. This held up the cut until approximately 10am. Then the customer couldn't dial long distance because the sales person had their carrier as LDMI instead of LCI. That was an easy fix.

Then some of the lines kept locking up when we dialed out. From Troy in the NOCC we discovered that the lines were going into overcurrent protection. I contacted unbundling and from my experience with Ameritech I was able to determine, by having Neal read the Ameritech assignment to me, that most of the lines that were in trouble were assigned incorrectly on GST cards. I had Neal re-dispatch the tech to change the cards and to make a long story short – he just pulled the cards out and put them back in which reset the lines. When we dialed out they again went into overcurrent protection. Ameritech did finally dispatch a tech to change the cards in the C.O. around 10:30pm last night and we are testing the lines now.

Order Date: 12/11/96	Inservice Date: 12/12/96
Reporter's Name: [REDACTED]	Reporting Dept: [REDACTED]



AMERITECH INCIDENT REPORT

Order Identification

Customer Name:	[REDACTED]	Order #	[REDACTED]
Telephone #:	[REDACTED]		
Customer Address:	[REDACTED]		

[illegible]



BROOKS FIBER COMMUNICATIONS OF MICHIGAN, INC.

AMERITECH INCIDENT REPORT

Order Identification	
Customer Name:	[REDACTED] Order # [REDACTED]
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]

Brief Description of Problem:
[REDACTED]
[REDACTED]
1/13/97 [REDACTED] (Brooks Tech) went to site and the cable pairs for the TXNU's appear to be open and he's unable to get dial tone. Trouble referred to John at Ameritech/NECC--will call us back with TKT#. Per Tim (Ameritech/NECC) cable pairs have continuity to D-mark so he's closing trouble ticket.
On same day [REDACTED] were all conferenced to [REDACTED] at AMI/NECC because the pairs that were closed out on the trouble ticket were still not testing OK for Steve. We did have a problem with [REDACTED] at AMI/NECC not listening to what [REDACTED] was asking and he started arguing with them. He also told the man in toll he could hang up when [REDACTED] had asked that he still work on the problem with him. When [REDACTED] ed to communicate with John he started to argue with [REDACTED] had the same problem with John in the a.m. when he issued the original trouble ticket. I had relayed the info the tech, Steve, gave me exactly as it was given to me and they John wrote something different on the trouble ticket--trying to say I gave him the wrong info. I tried to explain that I gave him exactly what the tech said and he started arguing with me. I told him I did not have time to waste arguing with him and if he wanted to talk to [REDACTED] would get her. He just got quite and did not say one word. There has been a continual problem with John and it's believed that [REDACTED] referred the problem to Jerry Hiley (Ameritech).
1/14/97: There are two bad CFA's on order. A change was made and sent to Ameritech Unbundling. The corrections were relayed to John (Ameritech C.O.), Dennis (translations) and to Scott. The cut started at 5pm. Having a problem with the two lines that have CFA changes. The C.O. person working the cut didn't know of the changes. John did not relay the changes to the rover doing the cut. Cut finally completed at 7pm.



AMERITECH INCIDENT REPORT

[illegible]



AMERITECH INCIDENT REPORT

Order Identification
Customer Name: [REDACTED] Order #: [REDACTED]
Telephone #: [REDACTED]
Customer Address: [REDACTED]

[illegible]



Brief Description of Problem:	
[REDACTED]	
Ameritech started to cut this customer at 3:30pm instead of the 5pm scheduled time. End result – the customer could not make any outgoing calls for about an hour until everyone figured out wat was going on. Overall, the cut did go okay but the customer is left with the impression that we did not have everything coordinated properly.	
Order Date:	Inservice Date:
Reporter's Name:	Reporting Dept:



BROOKS FIBER COMMUNICATIONS OF MICHIGAN, INC.

AMERITECH INCIDENT REPORT

Customer Name:	[REDACTED]	Order #	[REDACTED]
Telephone #:	[REDACTED]		
Customer Address:	[REDACTED]		

Brief Description of Problem:	
[REDACTED]	
This is a Centrex order for 26 lines at four locations. Customer wants all to be cutover at the same time.	
Ameritech sent FOCs for three locations on 11/1/96 and the other on 11/4/96. Sent porting info to Ameritech on 11/6. On 11/7 Ameritech called to say we didn't address one of the numbers when actually we did.	
After a couple of changes in the due dates the cut was scheduled to occur on 11/27/96 at 9am. Ameritech was sent notification in early afternoon on 11/19. On 11/20 at 4pm Ramone from Ameritech called to say he'd completed the cut for one of the locations—THIS WAS NOT SUPPOSED TO OCCUR YET. Pat (Brooks) notified Neil (Ameritech) the day before about the change in due date. The customer called on 11/21 saying they were quite upset about the business they are losing due to no service. Brooks Dispatch notified Ameritech of situation and Ameritech reversed work so customers lines we operational again.	
On 11/26 1pm the order was verified with Ameritech as to the next day's scheduled cut. On 11/27, the day of the cut, no dial tone was found at the D-mark-card checked. Ramone at Ameritech didn't work disconnect at 9am as scheduled, however CO worked their portion. At 11:40 Ramone was having difficulty completing translations due to traffic on lines. One of the other locations was cutting from ISLC and wasn't complete yet	
On 12/3 all lines were working except for one in Holland. Brooks corrected the CFA problem and at 2:15pm lines were tested OK.	
Order Date: 10/23/96	Inservice Date: 12/3/96
Reporter's Name: [REDACTED]	Reporting Dept: [REDACTED]



BROOKS FIBER COMMUNICATIONS OF MICHIGAN, INC.

AMERITECH INCIDENT REPORT

Order Identification	
Customer Name:	[REDACTED]
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]
Order #:	[REDACTED]

Brief Description of Problem:	
[REDACTED]	
[REDACTED]	
[REDACTED]	
This customer has 38 lines to cutover to one Centrex group. It was established that loops would be reused. The due date was originally scheduled for 11/25/96 so that to even out the cutover schedule. Ameritech sent over FOC's on 11/20. On 11/20 the customer called and wanted the cut to occur on 11/26 at 10am. Ameritech, on 11/21 confirmed that the new date was OK and an email was sent to AMI as written confirmation. The vendor was notified of the cutover but per Jane at Lucent they don't need to be there.	
On 11/25/96, Ameritech called to say they were concerned that if this business had a lot of incoming traffic it could slow up the cut a great deal—they can't cut if the lines are busy. Everyone agreed to change the cutover time to 7:30am. The cut started at 7:30am but Ameritech had a problem in their switch releasing the disconnect orders so that they could start the porting. As of 10am, 11/26, the porting was done except for the first 10 lines at the main address. At 12noon Joe at AMI called to say that porting was complete.	
The customer was not a "happy camper" about being without phone service for four (4) hours.	
Order Date: 10/8/96	Inservice Date: 11/28/96 12noon
Reporter's Name: [REDACTED]	Reporting Dept: [REDACTED]



Brief Description of Problem:	
Ameritech was supposed to install the customer on 12/27/96. Constant procrastination on Ameritech's part still has the order for DID circuits still pending completion.	
When Ameritech installs an order for DID circuits we give them the choice of using either metallic or pargain to bring the loops into the C.O. Ameritech chose metallic, only to discover that they should have used pargain. They then reassigned a due date of 1/8/97. On 1/7/97 we found out that it, once again, wasn't going to be completed. They stated that they had to re-engineer the order and that there was an ISLIC problem.	
As of 1/10/97, the order has still not been completed.	
Order Date: 10/14/96	Inservice Date: Pending
Reporter's Name:	Reporting Dept:



Order Identification	
Customer Name:	[REDACTED]
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]
Brief Description of Problem:	
There were three new DID circuits to be added.	
One of the circuits was on a defective Brooks card and had to be replaced. The other two were going into PLO because Ameritech had them working on GST cards in pairgain which is incompatible with out 68 cards—they were provisioned wrong out of their [Ameritech's] ISLC.	
Order Date:	Inservice Date:
Reporter's Name:	Reporting Dept:



Order Identification	
Customer Name:	Order #
Telephone #:	
Customer Address:	

Lines were ported incorrectly as follows:

Porting has been corrected by [REDACTED] (Brooks).

Reporting Dept.



1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 26

[illegible]



AMERITECH INCIDENT REPORT

Order Identification
Customer Name: [REDACTED] Order # [REDACTED]
Telephone #: [REDACTED]
Customer Address: [REDACTED]

Brief Description of Problem:	
On Jan 9, 97 this customer was CNF by Ami to install one new loop. This was not loaded for an Ami tech, so the work never got done.	
On Jan 10, Paul, Brooks Dsp. called Ami. He spoke w/ Nancy, who said she escalated the order. It was loaded per Nancy for Jan 13.	
On Jan 13, the work did not get done.	
On Jan 13, our provisioning group called Ami and got confirmation from them the order will be worked on Jan 14. It was loaded to an Ami tech as his second job.	
On Jan 14, at 11am, the work was still not done. Paul called Ami who told him that the first job for the Ami tech took too long and that they changed the due date for the 15th.	
On Jan 15th, finally the customer is on Brooks service. The new loop has been installed, the lines have been ported. But now, lines 1& 2 are hollow sounding. So Ami has to redispach someone to go out and check the lines.	
Jan 16th, hollow sounding still has not been tested by Ami. It was loaded by a tech, but now is pending load. Tom at Ami was going to escalate to get this loaded for tomorrow, Jan 17th.	
Jan 17th, no comments in order yet that Ami has done anything.	
Order Date:	Inservice Date:
Reporter's Name:	Reporting Dept:



BROOKS FIBER COMMUNICATIONS OF MICHIGAN, INC.

AMERITECH INCIDENT REPORT

Order Identification	
Customer Name:	[REDACTED] Order # [REDACTED]
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]

Brief Description of Problem:	
Original due date 1/8/97. Not complete because Ameritech tech was called off on trouble per Nancy in unbundling. Order turned back again on 1/9/97 because report from dispatch to unbundling was 'need access to back yard'. I called customer contact. Dave Selzer said didn't understand—backyard is wide open and anyone can walk back there. Then Ameritech said 'no access'. On 1/10/97 was told order was in 'jeopardy' meaning it was turned back for no access. Actually, order wasn't released for dispatch on 1/10 a.m. Then was told wouldn't be done on 1/10 because of work load. Nancy in unbundling offered to escalate if necessary. I called customer who said Monday would be fine. Nancy will follow thru on this order asking tech to call here personally from site if there is a problem.	
On 1/13/97 Nancy says for reasons unknown to here and dispatch order was not done today. It is expected that the weather and AMI trouble is playing a big part in it. Remarks in order say cross-connection work is complete but due to 'got late and dark' they would run the drop on the 14th. Was on work schedule for the 14th. It was not done on 14th — no reason given. I called Nancy again on 15th. She says will follow thru on order. It is rescheduled again today. She will keep in touch.	
Order was completed by Ameritech on 1/15/97.	
Order Date: 1/8/97	Inservice Date: 1/15/97
Reporter's Name: [REDACTED]	Reporting Dept: [REDACTED]



Order Identification	
Customer Name:	Order #
Telephone #:	
Customer Address:	

The problem with this order was two (2) missed due dates. The first date we were given was 10/31/96—this was missed due to force and load. We were then told it would be completed on 11/1/96. This date was missed due to cable trouble. The order was finally completed on 11/4/96.

Inservice Date: 11/4/96



Order Identification	
Customer Name:	Order #
Telephone #:	
Customer Address:	

This is an account that Ameritech missed the due date. The first due date that we were given was 10/31/96. This date was missed due to heavy work load on that day. The second date we received was 11/4/96, which was also missed due to heavy work load.

The account was finally finished on 11/5/96.

Inservice Date: 11/5/96

Reporting Dept



AMERITECH INCIDENT REPORT

Order Identification	
Customer Name:	[REDACTED] Order # [REDACTED]
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]

[illegible]



Other Products

Order #

THE UNIVERSITY OF CHICAGO

The customer has an OPX. We wanted Ameritech to miscellaneous bill the OPX. Ameritech refused. We put the order on hold to await a decision.

Ameritech then started to work the order after the order was put on hold. The customer had two numbers that went down. Ameritech got one of the numbers back up the same day but the other number was still down three days later.

The order is still on hold pending a decision on the OPX issue.

Order Date

Inservice Date: Pending

Reporter's Name:

Report & Card



AMERITECH INCIDENT REPORT

Customer Name: [REDACTED] Order #: [REDACTED]
Telephone #: [REDACTED]
Customer Address: [REDACTED]

[illegible]



Order Identification	
Customer Name:	Order #:
Telephone #:	
Customer Address:	

The problem with this order was a missed due date by Ameritech. We were given the date of 11/21/96, the customer was not installed until 11/25/96. The reason given was that they had too heavy a work load to complete it on that day.

Order Date: 8/18/98	Inservice Date: 1/25/99
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Reporter's Name: Reporting Date:



Customer Name: [REDACTED] Order # [REDACTED]
Telephone #: [REDACTED]
Customer Address: [REDACTED]

[illegible]**Service Dates: 1/8/89**

Benetton Deaf



BROOKS FIBER COMMUNICATIONS OF MICHIGAN, INC.

AMERITECH INCIDENT REPORT

Customer Name:

Telephone #:

Customer Address:

Order #

Brief Description of Problem:

This order was confirmed for 1/2/97. It was missed on 1/2/97. It was pre-assigned for 1/3/97. It was missed again on 1/3/97, escalated, and preassigned for 1/4/97. It was finally completed on 1/6/97.

Order Date: originally 1/2/97

Inservice Date: 1/6/97

Reporter's Name:

Reporter's Name:



AMERITECH INCIDENT REPORT

Customer Name: [REDACTED] Order # [REDACTED]
Telephone #: [REDACTED]
Customer Address: [REDACTED]

[illegible]